



North Carolina
Department of Health and Human Services
Division of Services for the Deaf and the Hard of Hearing
319 Chapanoke Road, Suite 108 • 2301 Mail Service Center, Raleigh, NC 27699-2301
Tel: 919-773-2963 (Voice/TTY)
Michael F. Easley, Governor • Carmen Hooker Odom, Secretary • Linda Harrington, Director

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June 20, 2005

JUL 1 2005

Federal Communications Commission
Office of the Secretary

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street SW, Room TW-B204
Washington, D.C. 20554

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JUL - 1 2005

Federal Communications Commission
Office of the Secretary

Re: CG Docket # 03-123

Dear Ms. Dortch:

Enclosed you will find an original and four copies of North Carolina's annual complaint log, annual summary, annual tally report and a diskette for the 12 month period between June 1, 2004 through May 31, 2005.

Should you have questions concerning the reports, please feel free to contact me at Pamela.Lloyd@ncmail.net or at 919-773-2986 TTY.

Thank you in advance for your support for our Relay service for Deaf, Hard of Hearing, Deaf-blind and Speech Impaired people.

Sincerely,

Pamela Lloyd, Program Administrator
Telecommunications Access of North Carolina

Cc: Kendrick Fentress, Public Staff, NC Utilities Commission
Dana Jackson, Federal Communications Commission
Jan Withers, DSDHH

No. of Copies rec'd _____
List ABCDE _____

Complaint Tracking for NC (06/01/2004-06/30/2004). Total Customer Contacts: 1

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
06/07/04	Reported problem of voice person could not hear caller's VCO on call w/agent. After customer finished her call she asked to speak with a supervisor and agent hung up instead of calling the supervisor. Apologized to customer for the problem with the agent. Trouble ticket # 1001845057 (Complaint track 3458K) was done to address the caller's VCO problem. No follow up required.	06/10/04	Coached agent on informing voice person that call would automatically disconnect after 60 seconds when inbound hangs up. Internal Update Performed Internal Update Performed

Date Generated: Tue, Jun. 7th, 2005 @ 07:59:23 AM CT

Complaint Tracking for NC (07/01/2004-07/31/2004). Total Customer Contacts: 2

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
07/03/04	Customer said operator would not get the manager when requested. The operator kept typing number you are calling please. Apologized to customer and said report would be sent to appropriate person.	07/08/04	This operator number is not listed as one of our current employees on the floor. No phone number listed so further investigation is not possible.
07/06/04	Voice customer called stating she had a CA that was very rude with loud chewing into the microphone. When voice asked question CA said the person hung up and then disconnected before voice could say anything. I told customer this information would be forwarded to a supervisor when CA was working.	07/07/04	CA does not remember a call where voice asked a question. If inbound placed a call, computer would disconnect. CA said she never chews gum and knows never to hang up but was coached on the importance of not doing either.

Date Generated: Tue, Jun. 7th, 2005 @ 07:58:01 AM CT

Complaint Tracking for NC (08/01/2004-08/31/2004). Total Customer Contacts: 6

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
08/02/04	Voice customers wanted to complain about a CA swearing. Customers also stated that they tried to give the CA a number to dial, but that she would not dial it.	08/06/04	Apologized to the customer and said that the situation would be looked into. Reviewed with CA. CA stated they did not say what was alleged. Reviewed the importance of maintaining a high degree of professionalism.
08/02/04	Voice customers stated that the CA was cussing at them and calling them names.	08/05/04	Apologized to customers. Would look into situation. Met with CA. CA demonstrated knowledge regarding polite and professional Relay protocol.
08/02/04	Voice customers stated that a CA was cussing to them, making derogatory comments.	08/02/04	Apologized. No follow-up necessary due to agent ID not provided.
08/04/04	Customer stated she gave agent specific instructions on how to make this call. She stated the agent did the opposite and needed to follow directions because this was a very important call.	08/04/04	Apologized for the inconvenience and stated this complaint would be forwarded to the appropriate supervisor. CA did not hear or understand the customer to say "don't type the greeting". Coached CA on listening closely and asking appropriate questions to clarify if necessary.
08/06/04	TTY customer stated that he waited for ten minutes for a reply from the operator, but there was no response.	08/06/04	CA was coached on the importance of promptness in call processing.
08/15/04	Customer stated that operator 2143 was "rude to me" and had "an attitude problem."	08/17/04	Apologized for the inconvenience and thanked him for letting us know. Operator did not recall the call, however, understood the appropriate phrases to use.

Date Generated: Tue, Jun. 7th, 2005 @ 07:59:48 AM CT

Complaint Tracking for NC (09/01/2004-09/30/2004). Total Customer Contacts: 3

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
09/04/04	When the party called answered, operator typed "msg garbled" then typed "hello...(silence) person hung up. Call was not completed. I hung up and called back for a difference CA. Thanked the caller for taking time to let me know and assured her the operator would be coached. No follow up.	10/12/04	I spoke to the operator. Since this complaint was sent to the wrong center and did not reach our center until 10/4, the call was not remembered. Operator stated that she types everything as it is happening and that is probably what happened. Reminded to ask for supervisor assistance in the future if anything is going wrong.
09/22/04	Customer received ans. mach. msg. left by CA 1641F giving an e-mail address. Customer couldn't understand the e-mail address, couldn't distinguish "M" from "N", "D" from "T", etc.; therefore, couldn't contact the TTY user via e-mail.	09/28/04	Customer was asked to call back. He refused. Told him we will coach CA to distinguish letters that are often mixed up; such as, M, N, D, V, etc., and Customer said that would be great idea. Customer was happy with our discussion & solution
09/29/04	"I was talking to lady then end five to last nine words mess letters, I asked him to repeat still can't read few words before she hung up. I talked for over five minutes was fine" Customer wanted to know what was said and asked to speak to CA. I apologized for the problem explaining that relay is bound by strict confidentiality rules and that we can not provide that information. I further explained garbling is usually due to vibrations within a person's environment and referred them to the manufacturer. I also let them know I will inform the agent supervisor for follow up. No contact requested.	10/04/05	CA followed proper procedure.

Date Generated: Tue, Jun. 7th, 2005 @ 08:11:21 AM CT

Complaint Tracking for NC (10/01/2004-10/31/2004). Total Customer Contacts: 0

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
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Date Generated: Tue, Jun. 7th, 2005 @ 08:13:00 AM CT

Complaint Tracking for NC (11/01/2004-11/30/2004). Total Customer Contacts: 1

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
11/04/04	Customer states that when she made a call using this agent, the person she called was not able to hear her voice on the VCO call.	11/01/04	Thanked for letting us know and assured that the complaint would be sent in so that the problem could be investigated further. Met with CA and discussed importance of clear voice and told CA if customer can't hear her to increase volume of microphone.

Date Generated: Tue, Jun. 7th, 2005 @ 08:20:38 AM CT

Complaint Tracking for NC (12/01/2004-12/31/2004). Total Customer Contacts: 1

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
12/04/04	VCO user was very upset about his phone number not being branded. Wanted to know who took the brand off and why. I branded his number VCO. Explained it was only in his customer notes that he was a VCO user. Caller wants to know why he was no longer branded and who took it off. Requests a response by letter to explain why his number is no longer valid. He said he's been using relay for a while and now for the past 3 days he can not place a call smoothly. Please follow up with this customer.	102/04/4	<p>Internal Update Performed</p> <p>Supervisor Kim 1370 branded VCO users number. Customer service please follow up with letter to this customer as to why his branding was removed previously or if it ever was. Thank you.</p> <p>Am has followed up with this customer and the customer is happy with the change. He will contact us if he has any further problems.</p>

Date Generated: Tue, Jun. 7th, 2005 @ 08:21:08 AM CT

Complaint Tracking for NC (01/01/2005-01/31/2005). Total Customer Contacts: 2

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
01/10/05	Customer said agent 1478 misunderstood what the hearing person was saying. The hearing person said the friend was going to the VA Hospital and agent typed person was going to High School. Customer thinks it is the agent's responsibility to ask the person to repeat if they do not understand and there is no excuse for errors coming from that center. Customer also said Supervisors never follow up when a follow up is requested. I apologize for the inconvenience and gave the customer the AM's number.	01/10/05	I have attempted to contact Carole several times, at different times during the day, to follow up with the resolution and to make sure she was aware that we have followed up on her concerns. Customer was given my phone number and she can contact me directly if she wishes. I will proceed to close complaint.
01/21/05	Customer Complaint: Representative from Social Security placed call to client and during the call the CA was yawning and sighing, then hitting the mute button many times. Kept saying, "just a minute", and did not speak clearly enough for the caller to understand a dollar amount \$25.00. At the end of the call caller asked CA how to end the call, and told her, "call complete". Thanked caller for informing us and told her the report would be sent to supervisor. No follow up requested.	01/21/05	Performance survey were conducted by agent's respective supervisor and during the last segment of this call, there were no indication of yawning nor sighing on that call. Agent utilized proper pacing techniques. Agent's enunciation were clearly understandable. Agent was coached on proper call closure.

Date Generated: Tue, Jun. 7th, 2005 @ 08:24:43 AM CT

Complaint Tracking for NC (02/01/2005-02/28/2005). Total Customer Contacts: 4

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
02/01/05	Business customer states the operator was rude. The operator redirected her several times, but her method was condescending. The TTY inbound was attempting to schedule an appt at their salon. The customer explained she's had relay calls in the past, but this operator's tone of voice and impatience was disturbing. The operator's inflexibility caused confusion to the person trying to schedule an appointment. Apologized. No follow up.	02/01/05	Followed up with this agent 1772. According to the agent the voice person was very disruptive and continued to speak directly to the agent. Agent continued to redirect the caller. Agent also stated that the TTY customer has disconnected that call and that agent tried to relay the message before the outbound get disconnected. Agent acknowledged that she may have rushed through at the end of the call. Agent was coached on the importance of voice tone and be conscious of it.
02/11/05	Aprox 1215 pm Jennifer stated that apparently someone is using relay to access to her cellular phone account. She wanted to know if it came from a relay user or a relay agent thru Sprint Relay. The date and time of the calls that was placed was not made by Jennifer but an impostor claiming to be her. The calls occurred on Feb 3rd and 4th (unsure of time). On the 3rd several calls were made at 1031p, 515p, 620p, 623p. At 644p a person by the name of Connie interpreted the call. She also wanted to know if agent 12578 seems to be a recognizable agent number assigned to Sprint Relay. US cellular is investigation this and Jennifer would like Sprint Relay to be involved. Follow up needed.	02/11/05	Apologized for the inconvenience and assured her that I will forward this to proper Sprint personnel and NC Sprint Account Manager for further investigation and that she should be expecting a call from either with an understanding that they may request further information to get this issue resolved. I also instructed her to document calls if the problem continues and get in touch with Sprint act mgr Kevin Earp. (his number was provided to her) Corporation security has been contacted. Forwarded this info to Emma (Sprint) for follow up. Trich Shipley Account Manager contacted the customer and asked if she has been contacted by any more callers, she indicated she had not. She does not mind having relay calls but does not want someone use her name. I told her this was something that we did not approve of and thanked her for contacting us. I also told her to feel free to contact us if she should ever come across this situation again. She was very grateful for the follow up and appreciated what we did. I will proceed to close contact.
02/15/05	At 820 am the VCO customer stated that when this agent 1392 dialed out the number given, she would received the phrase, "static disconnected" She asked the agent to redial and received the same phrase. The customer then tried the same number with a different agent and that agent said nothing about the static. The customer didn't know if there was really a static or if the agent didn't want to take the call. Apologized to the customer and assured her that this will be looked into. No Follow up necessary.	02/15/05	Followed up with this agent and the agent stated that she did heard a loud static and then the line itself disconnected. Agent redialed per VCO request and reached static again. Agent acknowledged that she may have typed something similar to what VCO have mentioned. Agent was coached to use a better phrase.
02/15/05	VCO customer unable to dial MI number via Relay. Relay operator hears recording "invalid area code" (apologized for problem advised Trouble Ticket & complaint would be filed placed test call from Customer Service desk phone to problem number and able to get thru without a problem calls will not go thru specific call center and successful thru other call centers details listed in Trouble Ticket) T.T. 1002375411 Customer requests contact from account manager ASAP	05/10/05	Called to let customer know that Verizon fixed the issue. Our technicians made test calls and did not encounter any problems. This case is closed. AM followed up with customer and thanked the customer for contacting us. AM gave the customer his phone number in case problems continue.

Complaint Tracking for NC (03/01/2005-03/31/2005). Total Customer Contacts: 5

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
03/12/05	VCO user is unable to place a local call, the computer defaults to third party, collect etc. When duplicating the call with agent it worked fine, when duplicating the call in RCS it brought up the window, unable to place call. Apologized, TT 1002428713. Follow-up requested.	03/12/05	<p>Terrie, RCS, 3/12/05, VCO user is unable to place a call from 704-827-6535 (Frank) to 704-365-0744 (Mary). In the drop down we have MCI, in the notes we have MCI but when you dial, the window pops up asking for third party, collect etc. I did a test call through agent 3003 and it worked fine but when I duplicated the call in CS the call would not go through. Frank would like a response by fax at the same number - 704-827-6535.</p> <p>AM has tried to contact the consumer through Fax and through VCO. He has not answered the phone nor responded to my fax. If the consumer continues to have problems, I advised him in the fax to contact me and we will issue a TT. At present time, we will proceed to close this contact.</p>
03/15/05	Customer stated she wanted to make a call, told agent if answering mach comes on she wanted to leave a message w/out redialing. She stated the agent asked her who she was calling and was the person on the frequently dialed list. Customer felt it wasn't appropriate for agent to ask who she was calling because it was none of her business. Customer stated the operator then dialed a number and had not been provided with one yet. I apologized for the inconvenience and stated this complaint would be forwarded to appropriate supervisor. Wants f/up at number listed above. Customer would answer ph, no name given.	04/03/05	<p>Met with operator and she understood the correct procedure and will clarify as needed.</p> <p>I informed the customer that the agent has been coached and would follow the correct procedure and will clarify as needed. Customer was satisfied.</p>
03/17/05	Customer stated spelling was terrible, too many errors. Apologized for the inconvenience, stated complaint will be forwarded to appropriate supervisor. Wants follow up at number listed.	04/03/05	<p>Talked w/ agent, stated she did make a few mistakes but followed them with 3 X's which is correct procedure. Advised the agent to use pacing phrase if having trouble keeping up, that will cause less errors.</p> <p>Talked with customer and I stated the agent was met and advised to use pacing phrases if voice person is talking to fact which would cause less errors. Customer was satisfied with resolution.</p>
03/18/05	Operator wasn't giving the message correctly, so had to repeat again and again on my VCO call. Thanked customer for her comments. She would like follow up.	03/18/05	<p>Operator was pulled immediately for coaching. Reviewed call procedures, and reminded the operator to be extremely careful and attentive on all calls. Customer contacted 3/18 and given the above information.</p>
03/24/05	NC VCO user daughter tells her there is an echo in the background, on relay calls in that center. Daughter has called other #'s with no echo on the line. Apologized for problem, letting customer know I will inform the relay technicians to look into the issue. Customer does want contact from Relay Account Manager.	03/24/05	<p>I have contacted Carol several times and have not had any success in reaching her. I am closing this and hope if she has any problems in the near future, she can contact us back. Kevin Earp</p>

Complaint Tracking for NC (04/01/2005-04/30/2005). Total Customer Contacts: 9

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
04/05/05	A voice cell phone customer called to complain that when she dials 711 or the NC Relay number at 1-800-735-8200 on her cell phone, it consistently answers TTY/ASCII, which uses up her minutes. She says this used to never happen before; it always used to answer voice immediately. Apologized to customer. Opened TT#I002473852. Follow-up requested at number given.	04/05/05	I contacted customer and informed the customer that there was a problem with our ani.dat files and we have updated it. I explained there should be no more problems with her service and she should be able to contact directly without having to go through a TTY or ASCII line first. She was pleased and we will proceed to close contact.
04/10/05	Customer states that she received a call this morning and there many misspelled words. Apologized. Follow up requested,	04/10/05	Reviewed proper call processing with the agent and the importance of spelling words correctly. Follow-up call was made at 1:15pm on 4-11-05.
04/10/05	TTY user was upset because Agent 7791F told him that he could not place an INTL call through his LD carrier Bell South. The Agent told him that he could only use Sprint to place an INTL call.	04/10/05	<p>Apologized to customer for the agent not knowing procedures and tried to place the call for them using Bell South. We reached a recording stating that the call could not be placed as dialed. The TTY user said he gave us the correct number. We tried several times and kept getting the same recording. Offered OSD and Customer service to TTY user. He did not want to be transfere4red only wanted to let us know of the Agent telling him he had to use Sprint to place an INTL call. No follow up requested.</p> <p>Reviewed International call processing with the agent. Supervisor tried to assist agent with the call but it would not go thru and reached a similar recording. Informed agent that if having issues in the future, to continue to get a supervisor and fill out trouble tickets if needed in the future.</p>
04/14/05	Customer is VCO and states that agents cannot hear her giving the number to dial and hang up on her. The brand shows at TTY and would not switch to VCO brand answer type but keeps switching back to TTY. This is the customer's residential phone line and needs switched to show the VCO macro correctly as it is showing clearly in the call notes but could not be switched internally in the Answer Type. RCS response: Thanked the customer for letting us know and assured that a trouble ticket would be sent in to fix the problem. Call back requested	04/15/05	<p>Reassigned to AM.</p> <p>TT I002495514. Tech did CDR search and determined that caller was not using the dedicated VCO number for NC. Customer should use that number to ensure she reaches a trained VCO agent to process her call.</p> <p>I contacted the customer and informed her that she needs to use the VCO number when calling VCO. I also informed her that she can contact customer service and have her number branded as a VCO number which would indicate future calls will be branded as a VCO user. She was pleased with our service. Will proceed to close contact.</p>
04/24/05	TTY customer Ken Franks states he has had garbling issues for the past 2 months now with FL Relay and now this evening once with NC. He has had the TTY exchanged and uses a new TTY. In this instance his mother called to	04/26/05	Called on April 27th at 5 pm and left a message with my 866 410 5787 x 55568 office hour's phone number. Called again on may 13 2005 and left a message with

	him (voice to TTY) and they experienced garbling. RCS apologized for problems and entered another TT. Follow up requested by Account Manager.		my 866 410 5787 x 55568 and asked again for a call back. Customer has not called back. We will close contact and open it in the future if he makes contact again.
04/27/05	NC caller uses TTY & VCO complains her friends report they are unable to hear her. Customer feels there are technical issues within the TX call center with 7 series CA ID #'s. Customer feels this is affecting the quality of service. Apologized for problem explained I will enter a request for technicians to look into the issue. Entered TT 2521382 Customer does want contact	04/27/05	Reassigned to Account Manager. I contacted consumer several times and left messages but she has not contacted me or answered my calls. I have followed up on the Trouble ticket and it appears the issue has been resolved on Sprint's end with the tech support contacting and speaking with the consumer themselves. There was a problem with the headset of the operator and this has been rectified. I will proceed to close customer contact.
04/29/05	Customer asked to speak to supervisor to report that CA 7709 would not follow his instructions. He said that the CA just kept typing and typing when he was trying to voice more instructions. I explained that the CA would not be able to hear his instructions if they were typing but he said the CA was not cooperating and wanted to report his frustration. I said I would pass this information to the CA's supervisor. He then asked to make another call and did not want any follow-up.	04/29/05	Coached agent on the importance of following customer instructions and to promptly respond to the customer. Agent did not remember the incident, but did say she understood the importance of following customer instructions. It is understood that if the agent is typing, there is no way for the agent to be able to hear a VCO customer voicing.
04/29/05	A NC VCO customer called to say that when ask the relay to dial the requested number it comes back with the number blocked and her number blocked also. She says that neither number is blocked. RCS: Apologized for the problem and CS did try the call thru the NC Relay and got the message about the number being blocked. TT entered. No Contact requested	04/29/05	There is no contact information. I am unable to contact consumer. Will close complaint.
04/29/05	NC VCO user complains his call was refused by a company who does not take any relay calls. Customer asked if this is against the law as he had wasted 20 minutes trying to get through to do business with them. I apologized suggesting he contact the ADA for advice. Customer plans to contact Account Manager.	04/29/05	The consumer contacted us and we have referred him to contact the NC Division of Services for the Deaf and Hard of Hearing. I also explained that we have developed a Don't Hang Up kit for situations like this and the Local Regional Resource Center will be more than happy to assist him with meeting with the company that hung up on him. He was thrilled and will be in touch with me in the future should he have questions. Proceed to close complaint.

Complaint Tracking for NC (05/01/2005-05/31/2005). Total Customer Contacts: 2

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
05/05/05	Customer was unhappy with the agent's typos and misspellings (which were verified by the supervisor). Thanked the customer for letting us know and we would follow-up with this agent. The customer would like follow-up via phone.	05/05/05	Voice person was talking very fast. Kept pacing voice - voice would not slow down. Typed in (...)she could not keep up. Agent is working on it. Keep pacing. *called customer back on 5/12/05 - at 4:30 pm. Explained that agent was coached and will do better next time. Customer complained that agent would hang up if she requested their ID nbr or for a supervisor, said she would continue to make complaints for poor service. We thanked the customer for her input and encouraged her to keep us informed.
05/23/05	Agent was very rude. Customer asked are they typing and was told "I told you to wait." Voice person told agent "you are the rudest agent I ever had" - agent replied "congratulation." Also very long pauses.	05/23/05	Spoke with the Agent and the agent indicated there was a long pause. The person on the other end said Congratulation and the agent relayed the message. The consumer thought it was the agent talking when it was the other party. Explained this to the customer the customer understood.

Date Generated: Tue, Jun. 7th, 2005 @ 09:18:22 AM CT

NC CapTel Contacts – 2004-2005

Date of Complaint	Nature of Complaint	Date Resolved	Explanation of Resolution or Status
06/23/04	Disconnect/Reconnect during calls	6/25/04	Sent customer information by mail explaining the difference between a CapTel phone and a traditional phone. Explained to customer why the disconnections might be occurring and sent email w/ tips to minimize disconnections.
07/14/04	Echo Sounds	7/16/04	Sent customer information explaining why echo may occur and also tips to reduce the occurrence of echo.
08/02/04	Sound Quality: Static; Disconnect/Reconnect during calls	8/4/04	Sent customer email asking for more information. Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.
8/10/2004; 8/18/04	Disconnect/Reconnect during calls	8/10/2004; 8/18/04	Tech support provided customer with a software update. CapTel Customer Service sent an email of common causes of disconnect/reconnect. Ongoing tech support is available to the customer to help troubleshoot cause.
08/16/04	Disconnect/Reconnect during calls	8/16/04	Went through troubleshooting with customer and gave tips to customer to alleviate disconnections.
08/30/04	Disconnect/Reconnect during calls	8/30/04	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.
10/14/04	Disconnect/Reconnect during calls	10/14/04	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.
11/02/04	Disconnect/Reconnect during calls; Captioning Speed	11/3/04	Sent suggestions for alleviating disconnect/reconnection. Enabled visual display prompt to indicate incidence of disconnection/reconnection. Sent information on captioning process and protocol.

11/03/04	Disconnect/Reconnect during calls	11/3/04	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email correspondence with tips to reduce their occurrence.
01/03/05	DTMF Tone Interference	1/3/05	Tech support adjusted DTMF interference with customer's voice mail system. Immediate resolution provided.
03/28/05	Inability for CapTel users to reach the data toll free number	3/28/05	Contacted toll free network managers and they resolved the problem at their end. Customer service representative confirmed with customer that they are able to make calls.
03/28/05	Inability for CapTel users to reach the data toll free number	3/28/05	Contacted toll free network managers and they resolved the problem at their end. Customer service representative confirmed with customer that they are able to make calls.
03/28/05	Inability for CapTel users to reach the data toll free number	3/28/05	Contacted toll free network managers and they resolved the problem at their end. Customer service representative confirmed with customer that they are able to make calls.
03/28/05	Inability for CapTel users to reach the data toll free number	3/28/05	Reported problem to toll free network provider. Problem resolved the same morning. Customer service representative confirmed with customer that they are able to make calls.
04/20/05	Disconnection/Reconnection during call	4/20/05	Explained to customer why disconnect/reconnection might be occurring and sent tips to reduce their occurrence.
5/3/05	Disconnect/Reconnect during calls	5/3/05	Explained to customer why disconnect/reconnect might be occurring and sent email with tips to reduce their occurrence.
5/3/05	DTMF Tone Interference	5/4/05	Tech support adjusted DTMF interference with customer's voice mail system. Immediate resolution provided.
5/5/05	Dialing Issue	5/5/05	Technical Support corrected regional 800 number so CapTel user can successfully make captioned call to 800 number. Remedy provided.
5/12/05	Billing Issue	5/17/05	Explained billing situation to customer.



Relay NC

6/04 - 5/05

SERVICE COMPLAINTS		Jun	Jul	Aug	Sep	Oct	Dec	May	TOTAL
#00	Answer Wait Time	0	0	1	0	0	0	0	1
#01	Dial Out Time	0	0	0	0	0	0	0	0
#02	Didn't Follow Database Inst.	0	0	0	0	0	0	0	0
#03	Didn't Follow Cust. Instruct.	0	1	1	0	0	0	1	4
#04	Didn't Keep Customer Informed	0	0	0	1	0	0	0	1
#05	Agent Disconnected Caller	1	0	0	0	0	0	0	1
#06	Poor Spelling	0	0	0	0	0	0	1	3
#07	Typing Speed/Accuracy	0	0	0	0	0	1	0	1
#08	Poor Voice Tone	0	0	0	1	0	0	0	1
#09	Everything Relayed	0	0	0	0	0	0	1	1
#10	HCO Procedures Not Followed	0	0	0	0	0	0	0	0
#11	VCO Procedures Not Followed	0	0	0	0	1	0	0	1
#12	Two-Line VCO Procedure Not F	0	0	0	0	0	0	0	0
#13	Background Noise Not Typed	0	0	0	0	0	0	0	0
#14	Feelings Not Described	0	0	0	0	0	0	0	0
#15	Recording Feature Not Used	0	0	0	0	0	0	0	0
#16	Noise in Center	0	0	0	0	0	0	0	0
#17	Agent Was Rude	0	1	1	0	0	1	1	5
#18	Problem Answer Machine	0	0	0	0	0	0	0	0
#19	Spanish Service	0	0	0	0	0	0	0	0
#20	Speech to Speech	0	0	0	0	0	0	0	0
#21	Other Problem Type Complaint	0	0	3	1	0	0	1	6
TOTAL		1	2	6	3	0	1	2	25

